

## SERVICE BULLETINS

No Bulletins listed as of 1/9/12

Version	Parts No	Short Description
ALL	BN44-00356B	Power PCB
SQ01	BN81-04353A	T-CON PCB
CN02	BN81-04454A	T-CON PCB
SS03	BN81-05079A	T-CON PCB
H305	BN81-05769A	T-CON PCB
HQ04	BN81-05769A	T-CON PCB
SQ01	BN94-03404F	Main PCB
SQ01	BN94-03404J	Main PCB
CN02	BN94-03404J	Main PCB
SS03	BN94-03404M	Main PCB
H305	BN94-03404U	Main PCB
HQ04	BN94-03404U	Main PCB
ALL	BN96-13047D	Function & IR PCB
CN02	BN07-00852A	Panel
SQ01	BN07-00859A	Panel
SS03	BN07-00913A	Panel
HQ04	BN95-00411A	Panel
H305	BN95-00411B	Panel
ALL	BN61-06224A	Stand Guide Neck
ALL	BN63-06543B	Back Bottom Cover
ALL	BN96-12897A	Front Cover
ALL	BN96-12914M	Rear Cover
ALL	BN96-12935A	Stand Base
ALL	BN96-12939A	Stand Guide
ALL	3903-000527	Power Cord
ALL	BN40-00162A	Tuner
ALL	BN96-12723L	LVDS Cable

**HELP** : 1-888-751-4086; 1-866-894-0637 (FE)  
GSPN

<http://gspn3.samsungcsportal.com>

### PLUS ONE

<http://my.plus1solutions.net/clientPortals/samsung>

### HOT TIPS

**Power On Problems:** (see page 2)

**Video Problems:** (see page 3.4)

**Other:**

**HDMI Bleed-over**

### FIRMWARE

2/21/2011

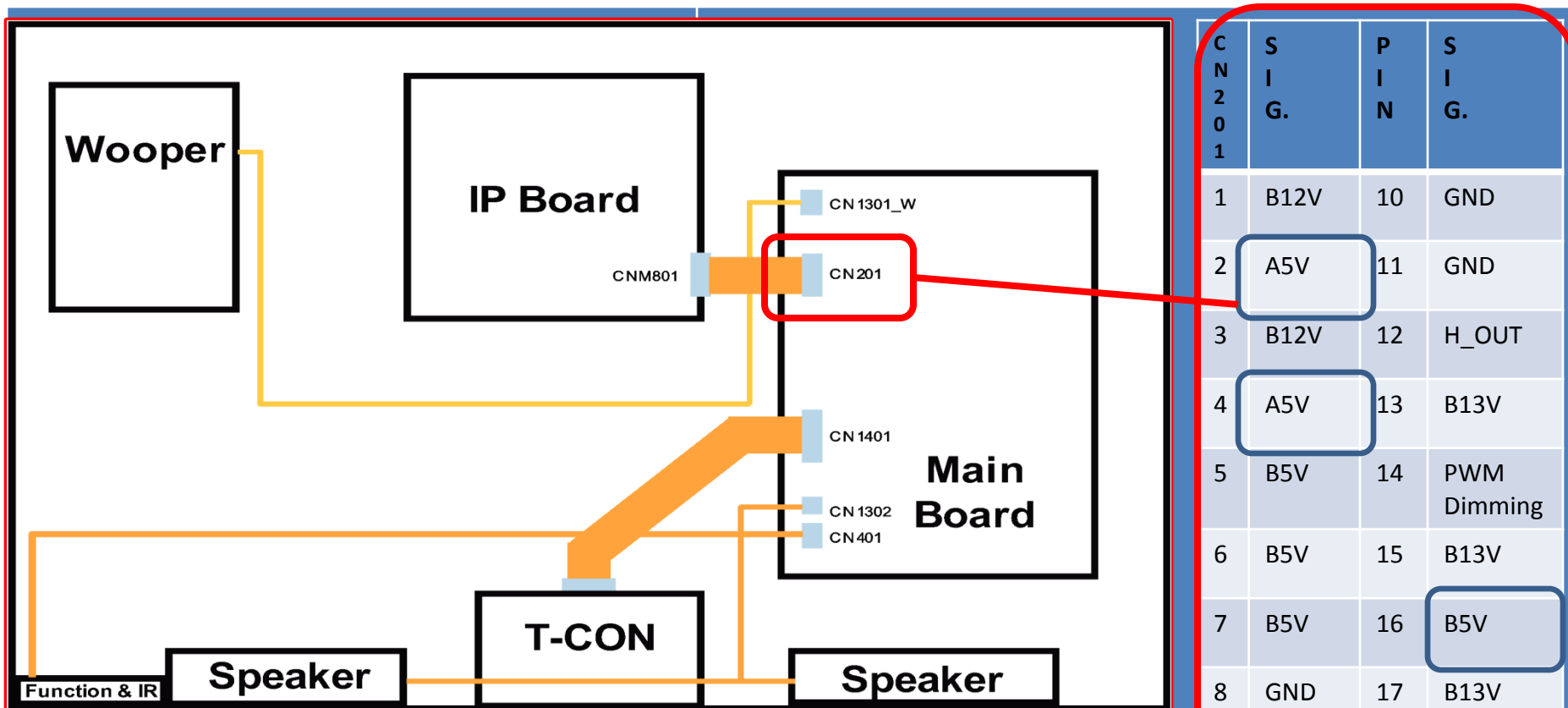
(T-VALAUSC, 1035.0)

**Reason:** Support Netflix 2.1 and MLB.tv apps. Support new TV camera (Model: CY-STC1100). Add "3D Optimize" option on Menu for better 3D image.(Only LCD/LED TV)

Previous: 1032.0

**Prevents :**

- USB Power Overload' message pops up even USB port is not connected
- Plug & Play is displayed upon power up.



### Power On Sequence:

1. **Standby Voltages:** CN201-2, 4 (5V)
2. **Power On** probable error on CN201-2 or 4 PS\_ON )
3. **Low Voltage Supplies On** CN201-5,6,7,13,17
4. **Back Light Supply On** CN201 -16
5. **Back Light Confirmation** CN201-18

### To Force Backlight On without Main Board :

1. Remove Power Cord
2. Disconnect CN201
3. Plug In Power Cord
4. Backlight should be on immediately.

## TROUBLESHOOTING VIDEO PROBLEMS

### 1. Verify Video Operation

- Customer Picture Test** (models available)
- "Display"** (If display is OK source is suspected)
- Substitute with known good Source  
(external DVD or Signal Generator)

### 2. Using Test Patterns in Service Mode

- **ENTER SERVICE MODE** -

- Select an active source signal. (HDMI preferred)  
Test Pattern may rely on signal source to appear.

**Customer Remote**

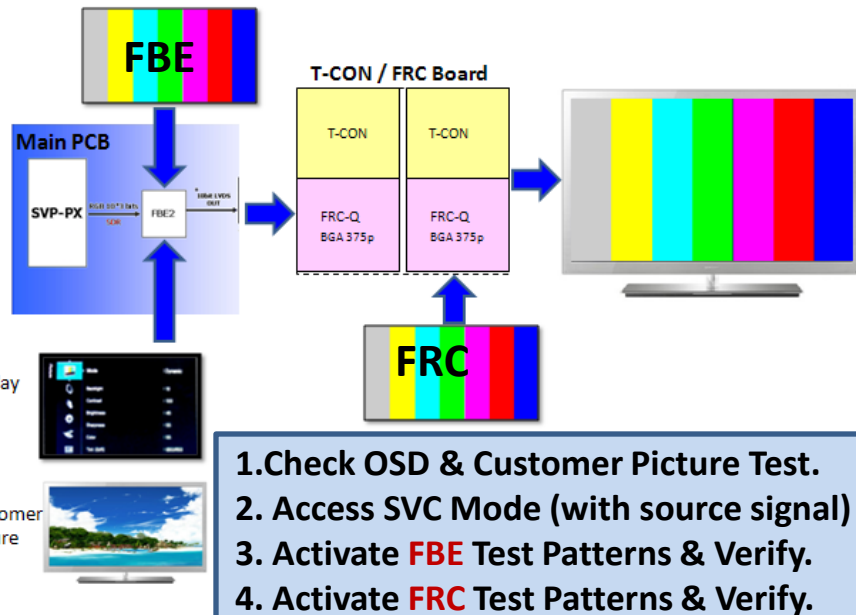
- Power off
- Mute, 182, Power

**Service Remote**

- Power On
- Info, Factory

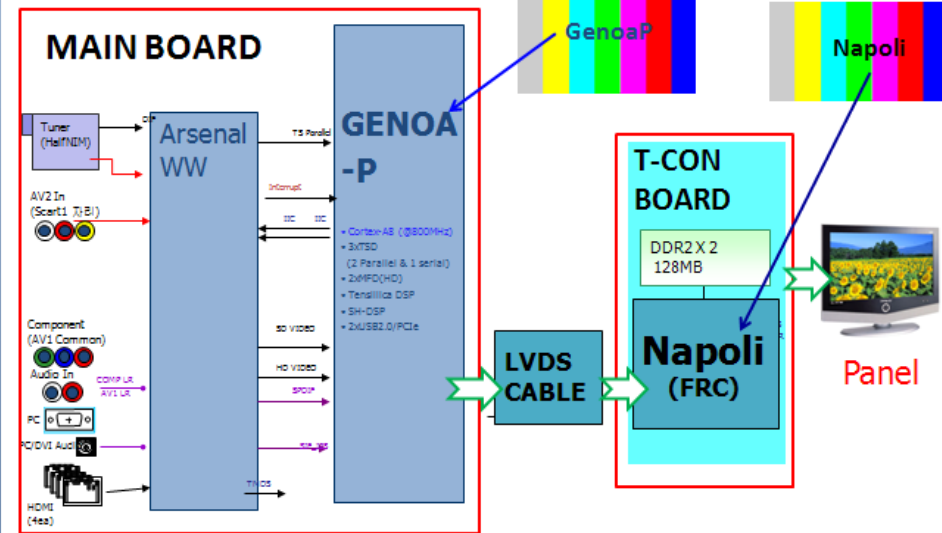
## 2010 Models

### LCD Signal Path for Troubleshooting



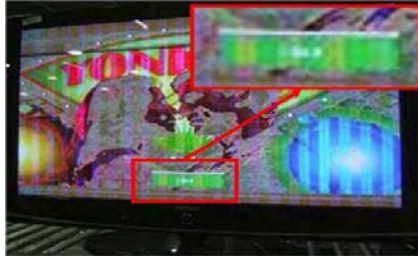
## 2011 LED 8000 Series

### Verify Test Mode Signals



- Select an active source signal. (HDMI preferred)  
Test Pattern may rely on signal source to appear.
- Access Service Mode
- Access **SVC**
- Access **Test Patterns**
- Access **Genoa-P**
- Check Test Patterns
- If OK suspect input Source
- Access **Napoli**
- Check Test Patterns
- If OK and Genoa-P was not good  
Suspect Main Board or LVDS Cable

## ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors  
Defective Main Board, LVDS,  
or T-CON



Green lines or a green screen  
defective main board , LVDS , or  
T-CON.

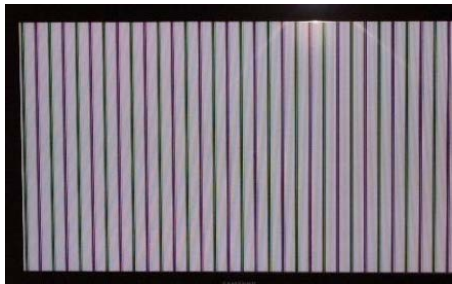


Original Image



Image on Screen

Pixelization can be caused by the main board  
but is more commonly a source error



Vertical or Horizontal Lines :Defective  
Panel likely but also T-CON, LVDS, or Main  
Board. Use Test Patterns in Factory Service  
Mode to determine error)

## ALIGNMENTS:

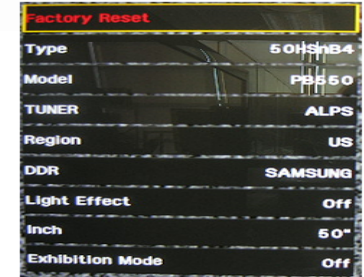
### 1. Check/Set Option Bytes:

Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order; POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.  
- If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY STATE

Project	PB5G	PB5G	PB5G
Model	B550	B550	B550
Model Code	PN6B550T2FXZA	PN6B550T2FXZA	PN6B550T2FXZA
No.	ITEMS		
1	Factory Reset	-	-
2	Type	50FSpl4	58FNK1
3	Model	PB550	PB550
4	TUNER	ALPS	ALPS
5	Region	US	US
6	DDR	SAMSUNG	SAMSUNG
7	Light Effect	Off	Off
8	Inch	50"	55"
9	Exhibition Mode	Off	Off

Option Bytes



2. Check/Perform Firmware Upgrade for  
all repairs.

3. Perform reset in Service Mode &  
Plug and Play if Main board is replaced.

### SPECIAL NOTES:

Inform customer of reset of all  
Settings if Main Board or Panel is replaced.

Option											
Type	Model	Tuner	Region	DDR	Light Effect	Audio AMP	Ch Table	Country	Front Color	Local Set	Exhibition Mode
40A1UF0E	UC6400	SEMCO	-	-	OFF	-	-	USA	T-C-BLK	-	-
40D1UF0E	UC6400	SEMCO	-	-	OFF	-	-	USA	T-C-BLK	-	-
40A1UF1E	UC6400	SEMCO		-	OFF	-		USA	T-C-BLK		
40A1UF1E	UC6400	SEMCO		-	OFF	-		USA	T-C-BLK		